

Utilities

When you move into an apartment or house, you will need to have the power, water, and telephone turned on. You will need to find out from the landlord whether the apartment uses gas or electric power (or both) then contact the companies to turn the utilities on and have them transferred to your name. If utilities are included as part of the rent, then the landlord will receive the billing and turn on the gas, electric, and water (make sure you read your lease to find out which utilities are covered). The landlord is usually not responsible for telephone service.

Utah Power (Electricity)

To have your electricity turned on:

Call Utah Power at **1-888-221-7070**.

Cost to turn on the electricity:

If you have not had your own electricity account and can provide Utah Power with a Social Security Number, Birth date, and Utah Drivers License (or Utah ID) number, **no deposit** is required to turn on the electricity. **You will have to pay a \$10 connection fee that will be added to your first bill.**

If you have had prior service and didn't pay your bills, you will be charged a deposit (maximum of \$150). One-third of the deposit is owed before electricity is turned on; one-third is owed with the first month's bill; and one-third is owed with the second month's bill.

If you fall behind in paying your electricity bill, contact Utah Power as soon as possible and they will work with you to set up a payment plan. If you stop paying your bills, Utah Power will turn off your power and require that you pay a deposit to turn it back on.

To access more information, go to the following websites:

Utah Power Customer Service:

<http://www.utahpower.net/Article/Article36143.html>

Information on keeping your bills lower and bill paying:

<http://www.utahpower.net/Homepage/Homepage35889.html>

QUESTAR Gas

To apply for new service:

Complete the secure online form, [New-Service Application for Residential Customers](#).

To transfer service into your name:

Contact the call center at (801) 324-5111 or (800) 323-5517. Be sure to have your account number, the date service is to be shut off at your old address and your new address.

The cost to start service:

In Utah and Idaho, Questar Gas offers three options:

1. \$30 plus tax to initiate natural gas service, check the appliances and activate a new account at a new or an existing home.
2. \$15 plus tax to initiate service and remove the meter lock so qualified individuals may turn on the meter and light the appliances.
3. \$8 plus tax connection fee if service is already on at the premises and service needs to be transferred into a new name.

To get information on other issues, visit the Frequently Asked Questions section of the Questar website:

<http://www.questargas.com/ServicesRes/CustomerService/FAQ/Faqscdx.html>

For information on assistance with paying for energy costs, go to:

<http://www.questargas.com/ServicesRes/BillingPayments/AssistancePrograms/assistanceprograms.html>

Telephone

Visit the Quest website to sign up for new local telephone service.

<http://www.qwest.com/residential/newservice/index.html>

Or Call: **800-244-1111**

Water

There are many water utility companies in Utah. Different locations receive water from different companies. Contact your landlord to find out the water company information for your new apartment/house.